

Docket No.: 00-4064
(PATENT)

005

#57a

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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OFFICIAL

In re Application of:
Joshua Bers, et al.

Application No.: 09/845,486

Group Art Unit: 2642

Filed: April 30, 2001

Examiner: Hector A. Agdeppa

For: SYSTEMS AND METHODS FOR PROVIDING
AUDIO INFORMATION TO SERVICE
AGENTS

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9306.

Dated: July 6, 2004

Signature:

Christian R. Andersen

AMENDMENT PURSUANT TO 37 CFR 1.111

Dear Sir:

In response to the Office Action dated April 5, 2004 (hereinafter "Office Action"), Applicants respectfully request reconsideration of the claims for allowance in light of the amendments and remarks provided below:

Amendments to the Claims begin on page 2.

Remarks begin on page 9

**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

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To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: H.A. AGDEPPA Sr. Paralegal – Intellectual Property
Group Art Unit: 2642

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Fax: 703-872-9306 Pages with 17
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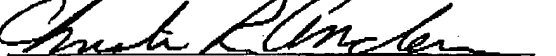
FORMAL SUBMISSION OF:

- 1) Amendment Transmittal; and
- 2) Amendment Pursuant to 37 C.F.R. 1.111.

Title: SYSTEMS AND METHODS FOR PROVIDING AUDIO INFORMATION TO
SERVICE AGENTS
Serial No. 09/845,486
Filing Date: April 30, 2001
First Named Inventor: Joshua BERS
Atty. No. 00-4064

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below.


Christian R. Andersen

Date of Transmission: July 6, 2004

#1742 v1

Patent
Attorney's Docket No. 00-4064

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**RECEIVED
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In re Application of:
Joshua Bers, et al.

JUL 06 2004

Application No.: 09/845,486

Group Art Unit: 2642

Filed: April 30, 2001

Examiner: Hector A. Agdeppa

For: **SYSTEMS AND METHODS FOR PROVIDING
AUDIO INFORMATION TO SERVICE
AGENTS**

OFFICIAL**AMENDMENT/REPLY TRANSMITTAL LETTER**

Mail Stop AF
Commissioner For Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Enclosed is a reply for the above-identified patent application.

- ☐ A Petition for Extension of Time is also enclosed.
- ☐ A Terminal Disclaimer and a check for ☐ \$55.00 ☐ \$110.00 to cover the requisite Government fee are also enclosed.
- ☐ Applicant(s) request continued examination under 37 C.F.R. § 1.114 and enclose the ☐ \$385.00 ☐ \$770.00 fee due under 37 C.F.R. § 1.17(e).
- ☐ Applicant(s) previously submitted _____, on _____, for which continued examination is requested.
- ☐ A request for Entry and Consideration of Submission under 37 C.F.R. § 1.129(a) is also enclosed.

Amendment/Reply Transmittal Letter
Application Serial No. 09/845,486
Attorney's Docket No. 00-4064
Page 2

- ☒ No additional claim fee is required.
☐ An additional claim fee is required, and is calculated as shown below:

AMENDED CLAIMS					
	No. of Claims	Highest No. Of Claims Previously Paid For	Extra Claims	Rate	Additional Fee
Total Claims				x \$18.00 =	
Ind. Claims				x \$ 86.00 =	
If Amendment adds multiple dependent claims, add \$280.00					
Total Amendment Fee					
If Small entity status is claimed, subtract 50% of Total Amendment Fee					
TOTAL ADDITIONAL FEE DUE FOR THIS AMENDMENT					

- ☐ A claim fee in the amount of \$_____ - is enclosed.
☐ Charge \$_____ to Deposit Account no. 07-2347.

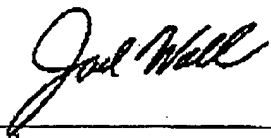
To the extent necessary, a petition for an extension of time under 37 C.F.R. § 1.136 is hereby made. Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account No. 07-2347 and please credit any excess fees to such deposit account.

Amendment/Reply Transmittal Letter
Application Serial No. 09/845,486
Attorney's Docket No. 00-4064
Page 3

The Commissioner is hereby authorized to charge any other appropriate fees that may be required by this paper that are not accounted for above, and to credit any overpayment, to Deposit Account No. 07-2347.

Respectfully submitted,

By: _____


Joel Wall
Reg. No. 25,648

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Irving, Texas 75038
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Date: July 6, 2004